

# PRIVACY POLICY AND PROCEDURE

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## Privacy Policy

**Chosen Care Support Services** is committed to protecting the privacy and confidentiality of personal information entrusted to us. This Privacy Policy outlines how we collect, use, disclose, and protect your personal information in accordance with applicable laws and regulations.

## Procedure

### 1. Information We Collect:

We may collect the following types of personal information:

- **Contact Information:** Name, address, email address, phone number.
- **Demographic Information:** Age, gender, ethnicity.
- **Medical Information:** Medical history, disabilities, health conditions, treatment plans.
- **Financial Information:** Billing and payment information.
- **Other Information:** Any other information necessary to provide our services.

### 2. How We Use Your Information:

We may use your personal information for the following purposes:

- **Providing Services:** To deliver disability services and support.
- **Communication:** To communicate with you about our services, appointments, and updates.
- **Billing and Payment:** To process payments and invoices.
- **Improving Services:** To analyze and improve the quality of our services.
- **Compliance:** To comply with legal and regulatory requirements.

### 3. Information Sharing:

We may share your personal information with:

- **Third-Party Service Providers:** To assist us in providing services.
- **Legal Authorities:** If required by law or to protect our rights or safety.
- **Consent:** With your consent or as otherwise permitted by law.

#### **4. Data Security:**

We employ industry-standard security measures to protect your personal information from unauthorized access, disclosure, alteration, or destruction. It is important to acknowledge that no method of transmitting data over the internet or storing it electronically can be considered entirely secure. Consequently, we cannot provide an absolute guarantee of security.

#### **5. Your Rights:**

You have the right to:

- Access your personal information.
- Request correction of your personal information.
- Object to the processing of your personal information.
- Request deletion of your personal information, subject to legal requirements.

#### **6. Changes to this Privacy Policy:**

We reserve the right to update or modify this Privacy Policy at any time. Any changes will be effective immediately upon posting the updated Privacy Policy on our website.

#### **7. Contact Us:**

If you have any questions or concerns about our Privacy Policy or our privacy practices, please contact us at [info@chosencare.com.au](mailto:info@chosencare.com.au)